



## CUSTOMER SERVICE SPECIALIST

THE WORLD OF KIDTROPOLIS is an interactive indoor City that provides our guests with an exceptional play experience. THE WORLD OF KIDTROPOLIS provides children, families, school groups, community groups and caregivers a safe, unique and very realistic educational environment which allows kids to do what comes naturally to them: role-playing!

As the Customer Service Specialist, you will utilize your superior customer service skills and training in order to provide an exceptional play experience for all of our guests.

### Job Requirements:

- Excellent interpersonal skills with a focus on providing an exceptional customer experience
- Excellent command of the English language, verbal and written.
- Ability to handle challenging situations with tact and diplomacy
- Previous customer service experience mandatory
- Proficiency in Microsoft Office and other software programs
- Ability to take direction and complete a task when delegated
- Valid Food Safe Certificate would be an asset
- Must be available to work shifts (AM, PM, evenings and weekends)

### Job Duties

- Assist in preparing and organizing the operations of KIDTROPOLIS
- Respond to feedback and taking action to provide positive guest experience
- Ensure KIDTROPOLIS is clean and safe for all guests
- Check guests in and handle POS transactions (cash and credit handling)
- Complete shift checklists relating to your position
- Answer phone queries graciously and professionally to direct guests to the correct information
- Being a party host/hostess to our planned events such as birthday parties, group bookings, Kids Night Out, private events
- Being a Kid Camp Leader to our Kid Campers during Winter, Spring and Summer breaks
- Work effectively in all areas such as City, Cafe, Party Host, Guest Services

**[Apply with your resume and cover letter to jobs@kidtropolis.ca](mailto:jobs@kidtropolis.ca)**

